



FISCAL YEAR 2000

**ENVIRONMENTALLY PREFERABLE PRODUCT
PILOT PURCHASE PROGRAM
FINAL REPORT**

OPERATIONAL SERVICES DIVISION

December 2000

The Pilot Purchase Program is Coordinated by:

The Operational Services Division (OSD)
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Boston, MA 02108-1552

Funding for the Pilot Purchase Program is Provided by:

The Executive Office of Environmental Affairs
Department of Environmental Protection
Chelsea Center for Recycling and Economic Development

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<http://www.state.ma.us/osd/enviro>

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I. SUMMARY AND BACKGROUND – PILOT PURCHASE PROGRAM

Operational Services Division (OSD) allocated \$39,079 in funding for the annual Pilot Purchase Program during Fiscal Year 2000 (July 1, 1999 - June 30, 2000). The Pilot Purchase Program is an annual project coordinated by OSD with funds provided by the Clean Environment Fund through the Massachusetts Executive Office of Environmental Affairs (EOEA), the Department of Environmental Protection (DEP), and the Chelsea Center for Recycling and Economic Development. It is an established part of the Massachusetts Environmentally Preferable Products Procurement Program.

The purpose of the Pilot Purchase Program is twofold:

1. To research EPPs and learn about their performance, acceptability and uses.
2. To promote acceptance and use of EPPs and encourage widespread purchasing of EPPs throughout the state.

The Pilot Purchase Program funds are used to purchase and test “environmentally preferable products,” or EPPs, for state agencies, authorities and municipalities throughout Massachusetts, who use the products and provide feedback on their performance. Products introduced through the Pilot Purchase Program often are later incorporated into statewide contracts.

On a statewide level, Massachusetts has made dramatic gains in environmental procurement. For example, the state has increased its total recycled product purchases from \$2.8 million in 1992 to over \$60 million in 2000. The Pilot Purchase Program plays an important role in this effort by increasing awareness and promoting purchases of EPPs among numerous state agencies and municipalities.

II. PRODUCT SELECTION

Each year, OSD strives to expand the scope of the Pilot Purchase Program, both by testing new product categories and by reaching new state purchasers. Products purchased through the Pilot Purchase Program are chosen primarily for potential to have a lesser or reduced effect on human health and the environment compared to other products that serve the same purpose. Products also are selected for their potential for widespread use within the state and for opportunities to overcome resistance from purchasers towards buying EPPs.

In general, Pilot Purchase products possess one or more of the following characteristics:

- recycled content,
- low toxicity,
- resource efficiency, or
- waste reduction.

To increase awareness of EPP manufacturers, particularly in the state of Massachusetts, OSD hosts the annual Buy Recycled and Environmentally Preferable Products Vendor Fair and Conference, which brings together vendors and purchasers for a one-day educational and promotional event. New products often are presented at the show and Program staff may consider testing in the next Pilot Purchase Program.

In fiscal year 2000, products in the following categories were purchased for testing and evaluation by 40 state agencies and municipalities.

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| • Antifreeze, recycled | • Mulch, recycled |
| • Benches, recycled plastic | • Paint, recycled |
| • Bio-based lubricants | • Planters, recycled plastic |
| • Cold patch, recycled | • Playground surface, recycled rubber |
| • Kayak, recycled plastic | • Pool ionization |
| • Massachusetts Recycling Incentive Program (MRIP): <i>Samples for Massachusetts municipalities, including recycled plastic traffic cones, planters, and waste-oil containers; re-refined motor oil; recycled antifreeze; recycled office supplies; and recycled paper and envelopes.</i> | • Re-refined motor oil |
| | • Retread tires |
| | • Safety vests, recycled plastic |
| | • Signs, recycled plastic |
| | • Speed bumps, recycled plastic |
| | • Trash receptacles, recycled plastic |
| | • Travel mugs, recycled plastic |

Please see Attachment A for a summary of spending by product category.

III. PROGRAM PARTICIPANT SELECTION

OSD staff leveraged its relationships with procurement management team leaders, state recycling coordinators, and staff at various state agencies and municipalities to identify appropriate participants for the Pilot Purchase Program. Candidates often were selected based on the likelihood of their using significant quantities of one or more of the above-mentioned products. Some program participants were identified through a matching grant program administered by the Department of Environmental Protection (DEP).

In Fiscal Year 2000, OSD conducted numerous *Buy Recycled* workshops in conjunction with DEP's Massachusetts Recycling Incentive Program (MRIP) to educate state and municipal purchasers about environmental procurement products and practices. During the workshops,

purchasing officials learned about the Pilot Purchase Program and opportunities for participation. The combination of outreach and “word of mouth” within the purchasing community provided Program staff with a strong pool of state agencies and municipalities that were enthusiastic about participating in the program.

The majority of program participants were from municipalities and large state agencies, such as the Department of Environmental Management. With municipalities in particular, the Pilot Purchase Program has proven an excellent vehicle for introducing environmental procurement possibilities. Municipalities, unlike state agencies, are not required to purchase goods and services through state contracts and, therefore, are an ideal audience for EPP education and testing through the Pilot Purchase Program. Familiarity with EPPs and state contracts often leads to increased purchases of environmentally preferable alternatives among municipal purchasers.

Please see Attachment C for a complete list of products and recipients.

IV. PROCUREMENT PROCESS

OSD coordinated the procurement of all products purchased under the Program. Two methods of procurement were used: state contract price agreements and Requests for Quote (RFQ) for non-contract purchases under \$1,000. The majority of products were purchased through statewide contracts, including the following:

- recycled antifreeze;
- bio-based lubricants;
- recycled plastic benches, planters, speed bumps and trash receptacles;
- MRIP samples;
- recycled paint;
- recycled mulch;
- re-refined motor oil;
- retread tires; and
- recycled plastic travel mugs.

RFQs were used for purchasing kayaks, cold patch, recycled plastic safety vests, recycled rubber playground surface; pool ionization; and recycled plastic signs.

Most products were purchased using the Pilot Purchase funds provided by EOEA and the Chelsea Center and were free of charge to the recipients. Exceptions were recycled plastic benches and planters and recycled paint, for which program participants paid 50 percent.

Based on results of the 2000 Pilot Purchase Program, OSD took steps to incorporate some products, such as recycled plastic signs, traffic cones and safety vests, onto statewide contracts. OSD also worked to promote increased purchasing of bio-based lubricants, retread tires and recycled antifreeze, products currently listed on a statewide contract, but not widely purchased.

V. PRODUCT EVALUATION

Please see Attachment C for a listing of the products and participants.

Antifreeze, recycled

Information is pending return of the evaluation.

Benches, recycled plastic

Fifteen municipalities received benches constructed of recycled plastic. Of the thirteen that returned the survey all would recommend the benches to others. The respondents' evaluations ranged from average to excellent, the majority being good to excellent. The only concern expressed by couple municipalities was how the plastic benches would hold up over time.

Bio-based lubricants

The Massachusetts Hospital Schools received a number of bio-based lubricant products, including two-cycle air-cooled oil, grease cartridges and multi-purpose lubricating and penetrant oil pens. The respondent rated all products good in all categories except for an average in range of product options. The most popular product was the all-purpose lubricant in pen form due to the ease of use as compared to the 5-gallon pail. MHS said they would purchase the product again and recommend it to others.

Cold patch, recycled

Four of the five recipients returned their surveys. The cold patch received mixed reviews from the respondents. The Department of Mental Retardation Fernald Center and the Department of Mental Retardation in Danvers rated the product features good to excellent, including the product's durability. However, the Town of Lynn and the City of Newburyport rated the product below average to poor with regards to the product's durability when compared to the regularly used patch during winter months and Lynn provided photographs to document the products performance. OSD reviewed the complaints from Northampton and Lynn with the manufacturer, who agreed that the product will not perform well unless the correct application conditions (eg: weather, type of road repair) are followed. The manufacturer advised that the directions would be clarified on the containers to ensure proper product performance in the future. All four of the participants are happy with the pilot purchase program and would like to participate in the future.

Kayak, recycled plastic

Information is pending return of the evaluation.

Mulch, recycled

The Department of Mental Retardation and the Massachusetts Highway Department used recycled mulch made from tree stumps. DMR used the mulch around the building of one of their campuses and commented “the mulch worked out very well and was very well liked in appearance by the staff.” MHD used the mulch for areas around their building and was also very pleased with the performance and appearance.

MRIP samples

A variety of recycled content products are purchased as samples to be displayed at most of the OSD municipal buy recycled workshops, for the purpose of giving the attendees a chance to see and handle the products. This year the products were very popular. Municipal departments were impressed with the quality and broad selection of the office supplies and paper goods. Similarly the DPW chiefs were very enthusiastic about the competitive pricing on traffic cones and were very willing to try the recycled anti-freeze and the bio-based lubricants. The waste-oil containers made with 75% post-consumer plastic were considered an excellent item to sell or give-away at the Mass Recycles Day events to promote recycling during home automotive oil changes and virtually everyone wanted one of the recycled plastic planters.

Paint, recycled

The Towns of Northampton, Dedham and Ashland, as well as the City of Boston received recycled paint. Northampton plans to paint the exterior of Town Hall with the recycled paint and has received positive publicity in a local newspaper for the efforts. Dedham used the paint on various projects in the schools. Ashland used the paint for exterior purposes around the school and used it for the interior of the basement in the recreation hall. All respondents gave the product high marks in all evaluation categories. In addition, Dedham and Ashland would purchase the product again and recommend it to others.

Planters, recycled plastic

Eight municipalities received plastic planters. The planters received high marks in all the evaluation categories. One respondent wrote, “all the products have been at or above product standards, including durability.” All the respondents said they would purchase the product again and recommend it to others.

Playground surface, recycled rubber tires

The City of Boston, Town of Middleboro and the Yarmouth Parks and Recreation Department participated in the pilot purchase of playground material made with rubber from recycled tires.

Middleboro is proud of their participation and received publicity by the *Boston Herald* for their environmental efforts. The Town of Yarmouth has installed the material in the fall zone of a park playground. Boston placed the material in a community playground in South Boston used by a nearby daycare and the general community. Unfortunately, the neighborhood and the daycare center do not like the surface's black appearance and would like something more colorful. The performance and durability of the surface receives high marks from the public works department and will be relocated to a different playground in Boston.

Pool ionization

Evaluation is pending. The pool ionization system needs more time to be tested. The System was installed at the Department of Environmental Management's Pool in North Attleboro.

Re-refined motor oil

Information is pending return of evaluation.

Retread tires

Four municipalities and agencies tested retread tires. The tires received marks from average to excellent in all categories. Two of the three respondents would recommend the tires to others. The third respondent only had a couple of hundred miles on the tires and felt they needed more miles on the tires before they could give a complete evaluation.

Safety vests, recycled plastic

The safety vests received high marks. Three municipalities tested the vests, which were given to the DPW crews. The vests did not fade or rip like other vests. All the respondents indicated they would recommend the product to others and are interested in participating in a future Pilot Purchase Program.

Signs, recycled plastic

Both the Department of Environmental Protection and the Town of Northampton tested recycled plastic signs. The signs received top scores in all evaluation categories. Both respondents said they would recommend the product to others and purchase it again. Northampton wrote, "outstanding" in the margin of their evaluation.

Speed bumps, recycled plastic

Grounds Management at the University of Massachusetts tested the speed bumps. The product received high marks in the evaluation. Furthermore, the Grounds Department said they would purchase the product again and recommend it to others.

Trash receptacles, recycled plastic

Walden Pond tested the trash receptacles. They considered the appearance, packaging, and ease of use as average. Walden Pond gave good marks for durability and satisfaction. In addition, Walden Pond indicated they would purchase the product again and recommend it to others.

Travel mugs, recycled plastic

Travel mugs made with an outershell of 100% recycled plastic, were very popular among vendor fair attendees, as a promotional recycled product sample at the event. The attendees were asked to use the mugs in lieu of the water glasses provided at the conference to save on dishwashing for the hotel. It worked out relatively well. At several OSD workshops conducted during the months following the vendor fair, requests were made for the mugs to be offered again.

Waste Oil Containers

The waste-oil containers made with 75% post-consumer plastic were considered an excellent item to sell or give-away at the Mass Recycles Day, Earth Day and other recycling events to promote recycling during home automotive oil changes and other household automotive needs.

VI. PROGRAM EVALUATION

- As a method of testing products for future state contracts, the Program is a success. OSD established a state contract for recycled paint in FY98. In FY99, contracts for remanufactured toner cartridges, plastic lumber and recycled plastic products, and recycled flooring products were added. As of January 2001 the recycled plastic safety vests were added under the Uniform Apparel contract and are available in many sizes and styles. All of these products had first been tested in the Pilot Purchase Program.
- The majority of respondents (79 percent) were 'very satisfied' with the FY00 Pilot Purchase Program. Seventeen percent were 'Somewhat Satisfied,' with 73% of participants responding to the evaluation. As in past years, negative program ratings were usually linked to negative product ratings.
- Ninety-five percent of respondents expressed a willingness to take part in future Pilot Purchase Programs. That this percentage is higher than those 'Very Satisfied' with the program implies that testers believe the program is worthwhile, even if they were not fully satisfied with the product they tested they are willing to try other products.

VII. RECOMMENDATIONS

The Pilot Purchase Program continues to be a valuable tool for educating the purchasing community and for testing environmentally preferable products. However, staff recommends several improvements to make the program more effective:

1. *Improve communication of program objectives and expectations to participants and vendors.*

Following up on a recommendation from FY2000, program staff developed a fact sheet and participation guide that will be distributed to all program participants and vendors during the FY2001 Pilot Purchase Program. Staff is hopeful that this increased effort to establish clear, consistent communication will improve logistical challenges and streamline program administration.

2. *Implement standardized procedures for program administration, evaluation and record-keeping.* The Pilot Purchase Program is coordinated by a graduate-school intern and, therefore, usually changes hands at least once during the fiscal year. For this reason, program staff acted on a recommendation from past years to establish a program manual.

The manual is expected to reduce the “learning curve” for each new intern and ensure greater consistency in program administration from year to year.

3. *Improve program evaluation.* Again, acting on a suggestion from last year’s program to improve the evaluation form, OSD staff re-designed the evaluation form to obtain more meaningful results on the Pilot Purchase Program.
4. *Improve Tracking of purchases and follow-up evaluations.* It is important to have a system of documentation for the purchases as it saves time and ensures consistency within the program. A chart and/or table tracking progress is a great way to monitor the program progress.
5. *Simplify/consolidate purchases-* The Pilot Purchase program is successful because it allows many municipalities and agencies to try products they would not normally purchase and test them out. In the past years, the program has tested many different products at once. It is a positive in that many products are tested, but the downside is it can lead to confusion and inaccurate reporting of actual performance when only one municipality is testing a product for example, anti-freeze or re-refined oil. Simplifying or consolidating the purchases will lead to more accurate feedback on performance of the product and overall enhance the quality of pilot purchase program.

ATTACHMENT A
PILOT PURCHASE SPENDING SUMMARY

PRODUCT CATEGORY	PRODUCT COST
Antifreeze, recycled	\$990.00
Benches, recycled plastic	\$12,996.00
Bio-based lubricants	\$623.12
Cold patch, recycled	\$989.00
Kayak, recycled plastic	\$499.00
Mulch, recycled	\$2,040.00
MRIP samples	\$1,519.45
Paint, recycled	\$1,139.00
Planters, recycled plastic	\$2,131.88
Playground surface, recycled rubber	\$995.00
Pool ionization	\$4,030.00
Re-refined motor oil	\$450.00
Retread tires	\$2,430.12
Safety vests, recycled plastic	\$947.28
Signs, recycled plastic	\$3,520.00
Speed bumps, recycled plastic	\$917.33
Trash receptacles, recycled plastic	\$1,212.00
Travel mugs, recycled plastic	\$1,325.00
TOTAL:	\$39,079.18

<p align="center">ATTACHMENT B</p> <p align="center">SATISFACTION WITH PILOT PURCHASE PROGRAM</p>

	Very	Somewhat	No Response
Satisfaction with Program	34/43	7/43	
% of Total Respondents	79%	17%	

	Yes	No	No Response
Willingness to Participate in the Future Program	41/43		
% of Total Respondents	95%		

ATTACHMENT C - SUMMARY OF RECIPIENTS AND PRODUCTS

<p>ANTIFREEZE, RECYCLED Boston</p> <p>BENCHES, RECYCLED PLASTIC Attleboro Hubbardston Beverly Millis Concord Northbridge Dedham Sturbridge Quincy Amherst Falmouth Chicopee Norwood Sheffield Plymouth</p> <p>BIO-BASED LUBRICANTS Massachusetts Hospital Schools Town of Plymouth</p> <p>COLD PATCH, RECYCLED Department of Mental Retardation (<i>two sites</i>) Marblehead Newburyport Lynn</p> <p>KAYAK, RECYCLED PLASTIC Department of Environmental Management</p> <p>MULCH, RECYCLED Massachusetts Highway Department Department of Mental Retardation</p> <p>MRIP SAMPLES Distributed to cities and towns throughout Massachusetts through MRIP coordinators and "Buy Recycled" workshops.</p> <p>PAINT, RECYCLED Boston Northampton Ashland Dedham</p>	<p>PLANTERS, RECYCLED PLASTIC Dedham Ashland Everett Millis Needham Attleboro Quincy Boston Revere Natick Sturbridge U-Mass Amherst</p> <p>PLAYGROUND SURFACE Boston West Yarmouth Middleboro</p> <p>POOL IONIZATION Department of Environmental Management Attleboro Pool</p> <p>RE-REFINED MOTOR OIL Town of Groton</p> <p>RETREAD TIRES Massachusetts Highway Department Department of Environmental Management (<i>two sites</i>) Town of Franklin</p> <p>SAFETY VESTS, RECYCLED PLASTIC Needham Newburyport Natick Massachusetts Highway Department</p> <p>SIGNS, RECYCLED PLASTIC Department of Environmental Protection</p> <p>SPEED BUMPS, RECYCLED PLASTIC U-Mass Amherst</p> <p>TRASH RECEPTACLES, RECYCLED Department of Environmental Management</p> <p>TRAVEL MUGS, RECYCLED PLASTIC Operational Services Division</p>
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ATTACHMENT D - DETAILED PRODUCT EVALUATIONS

ANTIFREEZE

Response rate: 0%

Data pending return of evaluation

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options						
Appearance						
Ease of Assembly & Installation						
Durability						
Satisfaction						
Comparison to Traditional Product						
Customer Service						
	Yes	No	Not Sure			
Recommend Product						
Purchase Again						

BENCHES

Response rate: 86%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	8%	54%	31%	8%		
Appearance	15%	77%		8%		
Ease of Assembly & Installation	15%	62%	15%	8%		
Durability	38%	23%				38%
Satisfaction	38%	46%	8%	8%		
Comparison to Traditional Product	38%	46%	8%			8%
Customer Service	15%	15%	15%			54%
	Yes	No	Not Sure			
Recommend Product	92%	8%				

Purchase Again	92%	8%	
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COLD PATCH

Response rate: 50%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options		25%		25%	25%	25%
Appearance	25%	75%				
Ease of Assembly & Installation		75%		25%		
Durability		25%	25%	25%	25%	
Satisfaction	25%	25%		25%	25%	
Comparison to Traditional Product		50%		25%	25%	
Customer Service		50%				50%
	Yes	No	Not Sure			
Recommend Product	25%	50%	25%			
Purchase Again	25%	50%	25%			

KAYAK

Response rate: 0%

Data pending return of the evaluation

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options						
Appearance						
Ease of Assembly & Installation						
Durability						
Satisfaction						
Comparison to Traditional Product						
Customer Service						
	Yes	No	Not Sure			
Recommend Product						

Purchase Again			
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MULCH

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options			100%			
Appearance		50%	50%			
Ease of Assembly & Installation	50%	50%				
Durability	50%	50%				
Satisfaction	50%	50%				
Comparison to Traditional Product		100%				
Customer Service		100%				
	Yes	No	Not Sure			
Recommend Product	100%					
Purchase Again	100%					

OIL

Response rate: 50%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options			100%			
Appearance		100%				
Ease of Assembly & Installation		100%				
Durability		100%				
Satisfaction		100%				
Comparison to Traditional Product		100%				
Customer Service						100%
	Yes	No	Not Sure			
Recommend Product	100%					
Purchase Again	100%					

PAINT

Response rate: 75%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options		100%				
Appearance		67%%	33%			
Ease of Assembly & Installation		67%%				33%
Durability		67%%				33%
Satisfaction	33%	33%	33%			
Comparison to Traditional Product	67%					33%
Customer Service		33%	33%		33%%	
	Yes	No	Not Sure			
Recommend Product	67%		33%			
Purchase Again	67%		33%			

PLANTERS

Response rate: 75%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	16%	67%	16%			
Appearance	33%	67%				
Ease of Assembly & Installation	67%	16%				
Durability	50%	50%				
Satisfaction	67%	33%				
Comparison to Traditional Product	33%	67%				
Customer Service	16%	50%				33%
	Yes	No	Not Sure			
Recommend Product	100%					

Purchase Again	100%		
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PLAYGROUND SURFACE

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options						100%
Appearance		67%	33%			
Ease of Assembly & Installation	33%	67%				
Durability		67%				33%
Satisfaction		67%	33%			
Comparison to Traditional Product		67%				33%
Customer Service						100%
	Yes	No	Not Sure			
Recommend Product	67%		33%			
Purchase Again	67%		33%			

SIGNS

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	100%					
Appearance	100%					
Ease of Assembly & Installation	100%					
Durability	100%					
Satisfaction	100%					
Comparison to Traditional Product	100%					
Customer Service	100%					

	Yes	No	Not Sure
Recommend Product	100%		
Purchase Again	100%		

RE-TRED TIRES

Response rate: 75%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	33%	33%				33%
Appearance	33%		67%			
Ease of Assembly & Installation		33%	33%	33%		
Durability	33%	33%	33%			
Satisfaction		33%	67%			
Comparison to Traditional Product		33%	33%	33%		
Customer Service	33%	33%		33%		
	Yes	No	Not Sure			
Recommend Product	67%		33%			
Purchase Again	67%		33%			

VESTS

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	25%	25%				50%
Appearance	25%	75%				
Ease of Assembly & Installation	50%	50%				
Durability	50%	25%	25%			
Satisfaction	50%	25%	25%			

Comparison to Traditional Product	50%	25%	25%			
Customer Service	25%	25%	25%			25%
	Yes	No	Not Sure			
Recommend Product	100%					
Purchase Again	75%	25%				

SPEED BUMPS

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options	100%					
Appearance	100%					
Ease of Assembly & Installation		100%				
Durability		100%				
Satisfaction		100%				
Comparison to Traditional Product						100%
Customer Service						100%
	Yes	No	Not Sure			
Recommend Product	100%					
Purchase Again	100%					

TRASH RECEPTACLE

Response rate: 100%

	Excellent 5	Good 4	Average 3	< Avg. 2	Poor 1	N/A
Range of Options			100%			
Appearance			100%			

Ease of Assembly & Installation			100%			
Durability		100%				
Satisfaction		100%				
Comparison to Traditional Product						1
Customer Service						100%
	Yes	No	Not Sure			
Recommend Product	100%					
Purchase Again	100%					